

Complaint Procedures

For the Northwest Tennessee Development District and The Northwest Tennessee Human Resource Agency:

- **An official complaint against the any program operating under the Northwest Tennessee Development District or the Northwest Tennessee Human Resource Agency must be submitted to the Title VI Program Coordinator no later than one hundred and eighty (180) calendar days after the alleged incident. We will notify TDOT within 3 business days of receiving any Title VI complaint.**

Title VI Committee/Team:

Melinda Goode	Development District
Julie Jones	Area Agency on Aging & Disability
Ben Bradberry	Planning Department
Jeana Mills	Senior AIDES Program
Alice Bradley	Homemaker Program
James Moore	Nutrition Program Transportation
Jennifer Stone	
David Dunn, Alternate	

This list will be reviewed and/or revised at the discretion of the District Title VI Coordinator - Ben Bradberry

- **The Title VI Program Coordinator will immediately (no later than the next business day) forward a copy to District Title VI Committee/Team, who will review and investigate the initial written complaint with the Title VI Committee/Team. Other concerned members will be notified if necessary. All relevant aspects of the complaint will be investigated.**
- **The complainant will have an opportunity to give a rebuttal statement at the end of the investigatory process.**
- **A member from the reviewing team (Committee/Team) will notify all parties involved in the complaint.**
- **Appropriate action will be done in a timely manner.**
- **After the investigation is completed a final report will be kept in the program file as well as in the Agency manual along with a log of all complaints and appeals for three years.**

- **The final report will include the following:**
 - The written complaint containing the allegation, basis, and date of filing**
 - Summarized statement taken from witnesses**
 - Finding of facts**
 - Opinion (based on all evidence in the record) that the incident is substantiated and unsubstantiated and**
 - Remedial action(s) for substantiated cases**
- **If corrective action(s) has not taken place within thirty (30) days after the final report, a referral will be made to the Legal Office for enforcement action.**
- **The complainant has the right to appeal all written reports in written to the agency Title VI Coordinator within fifteen days (15) of receipt of the Program's final report.**